

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

**Long-Term Care Operations Division  
Long-Term Care Inspections Branch**

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

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**Public Copy/Copie du rapport public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 16, 2021	2021_715672_0006	022180-20, 024045- 20, 024692-20, 001339-21, 001598- 21, 002160-21	Critical Incident System

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**Licensee/Titulaire de permis**

Mackenzie Health  
10 Trench Street Richmond Hill ON L4C 4Z3

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**Long-Term Care Home/Foyer de soins de longue durée**

Mackenzie Health Long Term Care Facility  
10 Trench Street Richmond Hill ON L4C 4Z3

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**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

JENNIFER BATTEN (672)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): February 23 to 26 and March 2 to 5, 2021**

**The following intakes were completed during this inspection:**

**One intake related to an allegation of staff to resident improper care which resulted in harm to the resident.**

**One intake related to a medical event which resulted in the resident being transferred to hospital for further assessment and treatment.**

**One intake related to an outbreak in the home.**

**Three intakes related to resident falls resulting in injuries.**

**During the course of the inspection, a Follow Up inspection was conducted concurrently. During that inspection, two intakes were completed related to following up on previous Compliance Orders issued to the home in inspection #2020\_814501\_0007 and inspection #2020\_715672\_0015.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care/Clinical, Director of Care/Administration, RAI Coordinator, IPAC Coordinator, the Medical Director, Registered Nurses (RN), Registered Practical Nurses (RPN), Physiotherapists (PT), Physiotherapy Assistants (PTAs), Personal Support Workers (PSW), Recreation Aides, Housekeepers, Environmental/Maintenance workers, and residents.**

**The Inspector also reviewed the licensee's internal records, resident health care records, applicable policies, observed the delivery of resident care and services, including staff to resident interactions. A review of the Infection Prevention and Control Program (IPAC) for the home was also completed.**

**The following Inspection Protocols were used during this inspection:**

**Falls Prevention  
Hospitalization and Change in Condition  
Infection Prevention and Control  
Medication  
Prevention of Abuse, Neglect and Retaliation**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 16th day of March, 2021**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**